

SAN JUAN CERAP | GENERAL POLICY

Revision: 2023/03
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DOCUMENT INFORMATION

Purpose

This document prescribes the procedures to be utilised for the day-to-day operation of San Juan CERAP. This document serves to create and implement policies to govern San Juan CERAP procedures, staff abilities and requirements, disciplinary provisions and membership standards. All other San Juan CERAP policies are subject to the content within this policy.

Distribution

The San Juan CERAP General Policy (GP) is distributed to all members, home controllers and visitors of San Juan CERAP.

Responsibility

This document is the responsibility of the San Juan CERAP Air Traffic Manager and Deputy Air Traffic Manager to maintain. The document is to be approved by the VATSIM Caribbean Division Director prior to release.

Updates and Changes

This version is the initial release of this document. Any updates to this document are noted in the Table of Revision following this document information and will indicate what has changed.

Cancellation

This document cancels any previous release version of the San Juan CERAP General Policy, published prior to 03/23/2023 (March 23, 2023).

TABLE OF REVISIONS

Date	Revision	Editor
06/01/2022	A - Initial Release	Jannes van Gestel
03/23/2023	B - Minor Revision	Francis Reilly

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PREFACE

Welcome to San Juan CERAP,

Here you will have an opportunity to work with an outstanding team of individuals; these individuals make San Juan CERAP a great place to control and a great place to develop your skills. The knowledge you gain, along with a positive attitude and self-motivation, will make you a highly regarded addition to our team.

San Juan CERAP demands a large amount of self-discipline and self-motivation. You are required to do a large amount of reading and self-learning to prepare you for advanced and fast-paced one-on-one training sessions.

This document, the San Juan CERAP General Policy, serves as the source of truth for San Juan CERAP General Policies regarding our requirements and regulations for our members and staff. San Juan CERAP uses this document as the sole reference concerning the administration of the facility, and topics include general conduct, personnel, staffing, training, and facility subject matter. Oversight of the San Juan CERAP General Policy is the responsibility of the Air Traffic Manager, and his designee(s).

Revisions: Periodically, several changes to the document will require the addition, subtraction, or replacement of several sections of the text. To accomplish this, San Juan CERAP will issue a revision. With the change, each person possessing a copy of the document will be instructed by San Juan CERAP on how to revise their copy. Each person receiving a revision to this controlled document will record the changes in this log.

San Juan CERAP is proud to be one of the largest and busiest facilities within VATCAR with a unique mix of both FAA and ICAO procedures.

I look forward to working with you and would like to welcome you again to our team!

Sincerely,

Francis Reilly
Air Traffic Manager
San Juan CERAP
VATSIM Caribbean Division

1. FACILITY ORGANISATION

1.1 VATSIM

- A. The VATSIM (Virtual Air Traffic Simulation) network is an online community created for enthusiasts of flight simulation and air traffic control. The VATSIM Board of Governors (BoG) has the governing power of the network and the organisation. The VATSIM Founders have ownership rights over the VATSIM network.
- B. San Juan CERAP and VATCAR policies shall comply with all VATSIM policies. In case of any discrepancies, the higher-power VATSIM policy shall apply.

1.2 VATCAR

- A. VATCAR (VATSIM Caribbean) is the Caribbean division as part of the VATSIM Americas Region.
- B. VATCAR Policies govern the day-to-day operations of the Caribbean airspace and subdivisions.
- C. San Juan CERAP policies shall be compliant with VATCAR policies. In case of any discrepancies, the VATCAR policy shall apply.

1.3 San Juan CERAP

1.3.1 Designated Airspace

- A. Per the VATSIM Global Rating Policy (GRP), San Juan CERAP has the following airspace designated as Major Airports:
 - a. Princess Juliana International Airport (TNCM)
- B. Per the VATSIM Global Rating Policy (GRP), San Juan Center (SJU_CTR) shall not require additional endorsements beyond Juliana Approach (TNCM_APP).
- C. Minor Facilities:
 - a. Are defined as any airport **not** defined as a major airport, inside the San Juan CERAP airspace. Refer to the San Juan CERAP Facility List for a complete list of all minor facilities.

2. GENERAL POLICIES

2.1 Internal Communication

- A. All San Juan CERAP members must maintain a working email address for communication, and keep their San Juan CERAP profile updated to comply with the following:
 - a. The email address provided to the San Juan CERAP must be the same as the one used for VATSIM and VATCAR profiles.

2.2 Member Conduct

2.2.1 General

- A. Members and visitors must comply with VATSIM's Code of Conduct at all times while holding a membership with the San Juan CERAP. In addition to the Code of Conduct, members must comply with the additional policies below.
- B. The use of the San Juan CERAP Discord Channels (located in the VATCAR Discord Server) is a privilege, not a right. Violation of the San Juan CERAP policies is ground for disciplinary action.

2.2.2 Discord Server

- A. Use:
 - a. Any member or visitor that is controlling the San Juan CERAP airspace on the VATSIM Network is required to use Discord to allow for coordination with other controllers. *(Mandatory)*
 - b. Hanging out and playing other games while in the San Juan CERAP Discord is permitted, so long as it does not become a distraction to those controlling on the VATSIM Network. If it does, you need to switch channels or sign off immediately. *(Mandatory)*
 - c. First offences will be treated as a warning. Subsequent offences will result in being removed from the San Juan CERAP Discord Channels and Controller Roster temporarily or even indefinitely.
- B. Manners:
 - a. All users shall always be courteous. No rude behaviour, rude comments, or vulgar language will be tolerated if any member in the channel is offended by it. *(Mandatory)*
 - b. Harassment or abuse of any kind will not be tolerated. *(Mandatory)*
 - c. First offences will be treated as a warning. Subsequent offences will result in being removed from the San Juan CERAP Discord Channels and Controller Roster temporarily or even indefinitely.
- C. Discussion Topics:
 - a. Politics, religion, and other potentially confrontational topics are permitted. Still, if any member or visitor asks you to change topics, you must comply or move your discussion to a different channel. *(Mandatory)*

2.3 Live Streaming

- A. Live streaming your online-controlling session is permitted and encouraged under the following conditions:
 - a. Everyone in the same Discord Channel as the person who is live streaming must have given explicit approval to be recorded or streamed.
 - b. No private or sensitive information shall be seen or heard.
 - c. The controller shall be subject to the San Juan CERAP Code of Conduct.
 - d. If the controller is advertising their stream in their controller info, everything said or shown during the live stream is also subject to VATSIM Code of Conduct, including any conversation had with the stream chat, on Discord, etc.
 - e. Should any San Juan CERAP Senior Staff member determine that the stream is violating the San Juan CERAP Live Streaming Conditions, the staff member may require the termination of the live-stream and/or deletion of any archival footage. The member is required to comply with the staff members' request.

2.4 Conflict Resolution

2.4.1 Entering Conflict Resolution

- A. Any controller is subject to the conflict resolution process for the following:
 - a. Violation of VATSIM, VATSIM Americas, or VATCAR Policy.
 - b. Violation of any San Juan CERAP policy, regulation, or standard operating procedure.
 - c. Violation of the VATSIM or San Juan CERAP Code of Conduct.
 - d. Insubordination of any local, divisional, or network staff member.

2.4.2 Notification and Chain of Command

- A. Conflict resolution shall begin with review by the ATM after receipt of the complaint at atm@sanjuan.vatcar.net or direct observation of offence.
- B. After review, the ATM and DATM shall determine what resolution shall be taken.

2.4.3 Resolutions

- A. Resolutions San Juan CERAP may take include, but are not limited to:
 - a. Loss of San Juan CERAP Discord privileges.
 - b. Loss of San Juan CERAP Controller privileges.
 - c. Referral to another Air Traffic Manager, the VATCAR Division Conflict Resolution Manager, or the VATSIM Vice President of Conflict Resolution for further conflict resolution.

3. MEMBERSHIP

3.1 Home Controller

3.1.1 Description

- A. A home controller is defined as a controller assigned to the VATCAR division, whose primary facility is San Juan CERAP.
- B. Home controllers are required to log more than half of their VATSIM network time on San Juan CERAP positions.

3.1.2 Activity Requirements

- A. Controllers must complete six (6) hours of approved activity every 60 days.
- B. The following are approved activities:
 - a. Log a session on VATSIM on a San Juan CERAP position.
 - b. Conduct a training session.
 - c. Attend a training session.

3.2 Visiting Controller

3.2.1 Description

- A. A visiting controller is defined as a controller whose primary facility is not San Juan CERAP.
- B. Visiting controllers are not allowed to log more than half of their VATSIM network time on San Juan CERAP positions.

3.2.2 Activity Requirements

- A. Visiting controllers must complete six (6) hours of approved activity every 60 days.
- B. The following are approved activities:
 - a. Log a session on VATSIM on a San Juan CERAP position.
 - b. Attend a training session.

3.3 Controller Applications

3.3.1 General Policies

- A. All applications are subject to the VATSIM Visiting and Transfer Policy

3.3.2 Transferring Controllers

- A. Controllers wishing to transfer to San Juan CERAP from another VATCAR facility should do so through the VATCAR website.
- B. Controllers wishing to transfer to San Juan CERAP from outside VATCAR must first transfer to VATCAR using a region transfer from the VATSIM website.

- C. The San Juan CERAP Senior Staff reserves the right to deny or refuse any transfer controller request for transfers that do not adhere to the VATSIM and VATCAR Visiting and Transfer Policy.

3.3.3. Visiting Controllers

- A. Visiting controllers wishing to visit San Juan CERAP should fill out the appropriate visiting controller application on the San Juan CERAP website.
- B. Visiting controllers need to have an S3 rating or higher.
- C. Visiting controllers from outside VATCAR will need to provide a letter of recommendation from their home (sub)divisions staff containing at least the following:
 - a. The visitors' current VATSIM rating.
 - b. The date of the visitors' latest rating change.
 - c. The date of the last Subdivision, Division, or Region transfer.
- D. The San Juan CERAP Senior Staff reserves the right to deny or refuse any transfer controller request for transfers that do not adhere to the VATSIM and VATCAR Visiting and Transfer Policy.
- E. Applicants that meet the requirements outlined in the previous policies are subject to a Global Rating Policy written exam to demonstrate GRP competency.
 - a. Applicants are required to pass all competency exams.
 - b. Applicants who fail any portion of the competency assessments shall be notified via email and be rejected as a visiting controller. Applicants may reapply as a visitor, 60 days after the last attempt.
 - c. Repeated failure of the GRP entrance exam may result in the applicant's visiting controller being denied without warning.

3.4 Leave of Absence

- A. Any Leave of Absence requests must be submitted via email to atm@sanjuan.vatcar.net.
- B. The LOA is automatically assigned for the maximum of 90 day period, at which time it expires and subjects the controller to removal.
- C. A controller may request an LOA extension via email to atm@sanjuan.vatcar.net.
- D. No more than one (1) extension shall be issued without the approval of the Air Traffic Manager.
- E. LOA controllers may request change to active status via email to atm@sanjuan.vatcar.net.
- F. LOA controllers are not allowed to control during their LOA.
- G. Visiting controllers are not eligible for LOA.

3.5 Termination as Controller

- A. Controllers who do not meet the outlined controller requirements are subject to termination as a controller.
- B. A warning will be sent to the controller automatically when dropping below 6 hours of approved activity over the last 60 days. Once a warning has been issued, the controller has 14 days to:
 - a. Meet the required six (6) hours of approved activity over the last 60 days.

3.6 Reinstatement

- A. Controllers who rejoin San Juan CERAP as either a home or visiting controller can get their previous major certifications reinstated if their termination date was within the last six (6) months.
- B. Controllers whose removal date exceeds six (6) months will have their certifications removed, and will be required to go through remedial training for their major certifications.

4. ONLINE BEHAVIOUR

4.1 Controller Callsigns

4.1.1 San Juan CERAP Observers

- A. Observers on the VATSIM network, who are members of San Juan CERAP, shall sign on using the following format:
 - a. ZSU_XX_OBS where "XX" are the assigned operating initials..

4.1.2 San Juan CERAP Training Staff

- A. ZSU_XX_MTR for Mentors where "XX" are the assigned operating initials.
- B. ZSU_XX_INS for Instructors where "XX" are the assigned operating initials.

4.1.3 San Juan CERAP Staff

- A. ZSU_ATM for the San Juan CERAP Air Traffic Manager.
- B. ZSU_DATM for the San Juan CERAP Deputy Air Traffic Manager.
- C. ZSU_TA for the San Juan CERAP Training Administrator.
- D. ZSU_EC for the San Juan CERAP Events Coordinator.
 - a. Only to be used during a San Juan CERAP or VATCAR approved event.
- E. The San Juan CERAP Webmaster and Facility Engineer shall use their appropriate normal facility observer callsign.
 - a. Example: ZSU_XX_OBS.

4.1.4 Operational position call signs shall be used as directed by Facility SOPs.

- A. As directed by VATSIM Code of Conduct (CoC).
 - a. For FAA facilities the three letters of the IATA code shall be used.
 - b. For ICAO facilities the four letters of the ICAO code shall be used.

4.1.5 San Juan CERAP TMU

- A. Includes callsigns:
 - a. ZSU_TMU
 - b. ZSU_TMU_CTR
 - c. ZSU_TMU_APP
- B. Only to be used during a San Juan CERAP approved event, VATCAR approved event, or when authorised by the San Juan CERAP Air Traffic Manager.

4.1.6 Improper use of callsigns

- A. Improper use of callsigns is grounds for disconnection, supervisor notification or disciplinary action.

4.2 Position Staffing Policy

- A. A cab controller (defined as a Clearance Delivery, Ground or Tower) cannot simultaneously control any other position, regardless of said controller's certifications.
 - a. Example: SJU_TWR cannot provide tower services at SIG_TWR.
- B. No controller currently staffing a position may simultaneously control any other position above their current active position, regardless of said controller's certifications.
 - a. Example: SJU_TWR cannot provide departure services (SJU_APP) at SJU even if the controller is certified for both positions.
- C. All primary positions at a facility (DEL through APP) must be staffed prior to any secondary positions may be staffed. This rule may be waived during events, training sessions, or other high traffic volume at the sole discretion of the TMU or senior staff member (ATM, DATM, TA or EC).
 - a. Example: SJU_APP only is currently staffed. Until SJU_DEL, SJU_GND and SJU_TWR are staffed, SJU_3_APP, SJU_5_APP, SJU_7_APP or SJU_9_APP may not be staffed.
- D. If staffing a secondary approach position at SJU, that position is limited to the services provided by that position only.
 - a. Example: A controller cannot control SJU_1_APP from SJU_7_APP.
- E. All primary approach positions (SJU_APP and TNCM_APP) must be staffed prior to any secondary positions at center may be staffed. This rule may be waived during events, training sessions, or other high traffic volume at the sole discretion of the TMU or senior staff member (ATM, DATM, TA or EC).
 - a. Example: SJU_CTR only is currently staffed. Until SJU_APP and TNCM_APP are staffed, SJU_4_CTR, SJU_6_CTR or SJU_8_CTR may not be staffed.

4.3 Radar Client Usage

- A. Euroscope is the preferred radar client in San Juan CERAP. A controller must request authorization to the San Juan ATM prior to using other controller clients such as VRC, vSTARS, or vERAM.
- B. Small modifications to the official San Juan CERAP facility files are allowed, but for personal use only.
 - a. This shall not be used to contradict the policy set forth in this section. Permission always has to be obtained to use the sector data for other purposes.
 - b. Do not distribute your personal modifications to other controllers.
- C. VATSIM directs that controllers set their radar visibility range as follows:
 - a. Observer – 300nm or less.
 - b. Clearance Delivery or Ground – 20nm or less
 - c. Tower – 50nm or less.
 - d. Departure / Approach – 150nm or less.
 - e. Center – 250nm to 400nm, as needed.

4.4 Controller Feedback

- A. No home controller or visiting controller shall leave feedback for another member of San Juan CERAP through the online feedback form. The form is only meant for pilots who are not members of San Juan CERAP.
- B. No member of San Juan CERAP shall solicit pilot feedback, positive or negative, for himself or for any other San Juan CERAP controller. They only allowed means of encouraging pilots to leave feedback for San Juan CERAP controllers is by including a link to the San Juan CERAP website in their controller information.

4.5 Controller Requirements

- A. All San Juan CERAP controllers are required to do the following:
 - a. Utilise the most recent Standard Operating Procedures (SOPs), regulations and policies.
 - b. Utilise the most recent sector files.
- B. A controller must connect as an Observer prior to staffing any San Juan CERAP position.
- C. A controller must notify all pertinent controllers prior to staffing any San Juan CERAP position.
- D. All Approach and Center controllers must announce their connection via the ATC channel.
 - a. **NOTE:** CAB Controllers (DEL, GND and TWR) shall **not** announce their connection via the ATC channel. Coordination shall be done through private message or Discord with the pertinent controllers.
- E. Controllers shall commit at least one (1) hour when staffing any position.
- F. Controllers shall give a minimum of ten (10) minute notice prior to disconnecting from the network.
 - a. Approach and Center Controllers shall announce via the ATC channel.
 - b. All controllers should advise pertinent controllers of their disconnection via private message or Discord.
 - c. All controllers shall use the .break command to indicate their intent to leave.

4.6 Position Briefing

- A. When transferring control of a position to another controller, the controller currently covering the position shall provide the relieving controller with a position briefing.
- B. The briefing can be done preferably via Discord but can also be done via private chat.

4.6.1 Before the Briefing

- A. The relieving controller shall connect as the appropriate position but shall not Prime their frequency.
- B. The relieving controller shall monitor the controller they are relieving for a minimum of 2 minutes prior to the briefing to get an operational overview of the current situation.

- C. Ask the relieving controller if they are ready for a brief. Do not begin the briefing until the relieving controller is ready to avoid having to do the briefing multiple times.

4.6.2 Briefing Items

- A. The briefing shall at a minimum contain:
 - a. The current weather, and weather-related information.
 - b. The runways in use, and neighbouring airport runway configuration (if applicable).
 - c. All traffic shall be individually addressed.
 - d. Any additional items that could be of special interest.
 - e. Any additional questions.
 - f. The relieving controller shall indicate that they take responsibility of the position using "My control, XX" where XX is the controllers operating initials.
 - g. The controller being relieved shall indicate that they have been relieved using "Your control, XX" where XX is the controllers operating initials.
 - h. The relieving controller shall announce via ATC chat that they have assumed responsibility of the position.

4.6.3 After the briefing

- A. The controller being relieved shall transfer all primary targets to the relieving controller.
- B. The controller being relieved shall un-PRIM from the frequency (if applicable).
- C. Whenever possible, the controller being relieved should remain present to answer any further questions and monitor the relieving controller for a minimum of 2 minutes.

5. SAN JUAN CERAP STAFF

5.1 Senior Staff

5.1.1 Group Descriptions and Role

- A. The Senior Staff manages the daily operations and sets the vision and direction for San Juan CERAP. They are also the primary contact for affairs related to their functional area.
- B. Senior Staff members represent the facility and can represent the facility in negotiations with other facilities.
- C. When the duties of a staff position appear to be unclear, the Air Traffic Manager shall provide the appropriate definition.

5.1.2 Air Traffic Manager (ATM)

- A. The ATM's responsibilities shall include:
 - a. Maintaining an online presence within the facility and on the VATSIM network.
 - b. Attending staff meetings.
 - c. Ensuring members comply with the San Juan CERAP, VATCAR, and VATSIM policies.
 - d. Directing the operations of San Juan CERAP.
 - e. Establishing the mission, goals, and vision of San Juan CERAP.
 - f. Hiring and managing the San Juan CERAP staff.
 - g. Maintaining the San Juan CERAP roster.
 - h. Drafting, approving and implementing San Juan CERAP standard operating procedures, letters of agreement, and other policies.
 - i. Overseeing the conflict resolution process of San Juan CERAP members.
 - j. Negotiating on behalf of San Juan CERAP.
 - k. All other responsibilities which help to accomplish the mission, goals, and vision of San Juan CERAP.
- B. The ATM will report and serve at the discretion of the VATCAR Division Director.
- C. The ATM shall have met the following requirements before their appointment:
 - a. Hold a Controller 1(C1) rating or above.
 - b. Possess a high degree of energy and commitment appropriate to the requirements of the position.
 - c. Have no significant disciplinary record.
 - d. Have no history of unprofessional behaviour.
 - e. Be in good standing on the VATSIM network.
 - f. Hold no other staff position on any competing networks.
 - g. Be a home controller at the time of appointment.

5.1.3 Deputy Air Traffic Manager (DATM)

- A. The DATM's responsibilities shall include:
 - a. Maintaining an online presence within the facility and on the VATSIM network.

- b. Attending staff meetings.
 - c. Ensuring that members comply with San Juan CERAP, VATCAR, and VATSIM policies.
 - d. Assisting the ATM in the management of San Juan CERAP.
 - e. Overseeing daily facility operations.
 - f. Coordinating staff on projects.
 - g. Fulfilling ATM responsibilities in the ATM's absence.
 - h. Completing special projects as assigned by the ATM.
 - i. All other responsibilities which help to accomplish the mission, goals, and vision of San Juan CERAP.
- B. The DATM will report to and serve at the discretion of the ATM.
- C. The DATM shall have met the following requirements before their appointment:
- a. Hold a Controller 1(C1) rating or above.
 - b. Possess a high degree of energy and commitment appropriate to the requirements of the position.
 - c. Have no significant disciplinary record.
 - d. Have no history of unprofessional behaviour.
 - e. Be in good standing on the VATSIM network.
 - f. Hold no other staff position on any competing networks.
 - g. Be a home controller at the time of appointment.

5.1.4 Training Administrator (TA)

- A. The TA's responsibilities shall include:
- a. Maintaining an online presence within the facility and on the VATSIM network.
 - b. Attending staff meetings.
 - c. Developing, maintaining, updating, and managing the training program and related materials.
 - d. Nominating and managing San Juan CERAP instructors.
 - e. Appointing and managing San Juan CERAP mentors.
 - f. Manage exams assigned to students and ensure appropriate ATC ratings are given to San Juan CERAP controllers.
 - g. Completing special projects as assigned by the ATM.
 - h. All other responsibilities which help to accomplish the mission, goals, and vision of San Juan CERAP.
- B. The TA will report to and serve at the discretion of the ATM and the VATCAR Training Director.
- C. The TA shall have met the following requirements before their appointment:
- a. Hold a Controller 1 (C1) rating or above.
 - b. Possess a high degree of energy and commitment appropriate to the requirements of the position.
 - c. Have no significant disciplinary record.
 - d. Have no history of unprofessional behaviour.
 - e. Be in good standing on the VATSIM network.
 - f. Have a strong knowledge of the VATSIM ATC system, ICAO 4444 and FAA Order 7110.65.

- g. Hold no other staff position on any competing networks.
- h. Be a home controller at the time of appointment.
- D. It is recommended that the TA have met the following requirements before their appointment:
 - a. Previously served as an instructor within VATCAR.

5.1.5 Events Coordinator (EC)

- A. The EC's responsibilities shall include:
 - a. Maintaining an online presence within the facility and on the VATSIM network.
 - b. Attending staff meetings.
 - c. Creating and executing San Juan CERAP events.
 - d. Conducting event briefings.
 - e. Developing event materials and resources.
 - f. Coordinating with adjoining facilities for events.
 - g. Serving as a liaison for both virtual airlines and other facilities.
 - h. Marketing San Juan CERAP to the VATSIM community.
 - i. All other responsibilities which help to accomplish the mission, goals, and vision of San Juan CERAP.
- B. The EC will report to the DATM and serve at the discretion of the ATM.
- C. The EC shall have met the following requirements before their appointment:
 - a. Hold a Student 2 (S2) rating or above.
 - b. Possess a high degree of energy and commitment appropriate to the requirements of the position.
 - c. Have a good knowledge of Photoshop or similar software.
 - d. Have knowledge of marketing strategies.
 - e. Have knowledge of event organisation and management.
 - f. Have no significant disciplinary record.
 - g. Have no history of unprofessional behaviour.
 - h. Be in good standing on the VATSIM network.
 - i. Hold no other staff position on any competing networks.
 - j. Be a home controller at the time of appointment.

5.1.6 Facility Engineer (FE)

- A. The FE's responsibilities shall include:
 - a. Maintaining an online presence within the facility and on the VATSIM network.
 - b. Attending staff meetings.
 - c. Maintaining and updating sector files for Euroscope, updating at least every third AIRAC cycle.
 - d. Maintaining vATIS configuration files.
 - e. Coordinating with adjacent facilities as required, specifically relating to frequency issues.
 - f. Ensuring established SOPs and LOAs are adequately represented within sector files and other procedures.
 - g. Updating SOPs and LOAs as directed by the DATM.

- h. All other responsibilities which help to accomplish the mission, goals, and vision of San Juan CERAP.
- B. The FE will report to the DATM and serve at the discretion of the ATM.
- C. The FE shall have met the following requirements before their appointment:
 - a. Have knowledge of Euroscope, vATIS and the AeroNav Association Global Nav Generator (GNG).
 - b. Possess a high degree of energy and commitment appropriate to the requirements of the position.
 - c. Have no significant disciplinary record.
 - d. Have no history of unprofessional behaviour.
 - e. Be in good standing on the VATSIM network.
 - f. Hold no other staff position on any competing networks
 - g. Be a home controller at the time of appointment.

5.1.7 Data Services Manager / Webmaster (DSM/WM)

- A. The DSM's responsibilities shall include:
 - a. Maintaining an online presence within the facility and on the VATSIM network.
 - b. Attending staff meetings.
 - c. Overseeing development and maintenance of the San Juan CERAP website.
 - d. Overseeing the San Juan CERAP data services, including e-mail systems, data storage systems, Discord servers, etc.
 - e. Developing and implementing policies for the operation and maintenance of the San Juan CERAP web and data system.
 - f. Serving as the technical advisor to San Juan CERAP Staff.
 - g. Establish and oversee a web-team of people that all help maintain the San Juan CERAP website.
 - h. All other responsibilities which help to accomplish the mission, goals, and vision of San Juan CERAP.
- B. The DSM will report to the DATM and serve at the discretion of the ATM.
- C. The DSM shall have met the following requirements before their appointment:
 - a. Knowledge of modern web programming languages and techniques. This includes, but is not limited to: HTML/CSS, Javascript, MySQL, Node.js, PHP, Laravel, React.
 - b. Familiarity with designing and implementing APIs.
 - c. Knowledge of Discord server management.
 - d. Possess a high degree of energy and commitment appropriate to the requirements of the position.
 - e. Have no significant disciplinary record.
 - f. Have no history of unprofessional behaviour.
 - g. Be in good standing on the VATSIM network.
 - h. Hold no other staff position on any competing networks
 - i. Be a home controller at the time of appointment.

5.1.8 Vacancy

- A. In the event of a vacancy below the Air Traffic Manager position, the ATM shall assume or delegate the responsibility of the vacant staff position.
- B. In the event of a vacancy for the Air Traffic Manager position, the VATCAR Division Director shall assume or delegate the responsibility of the role.

5.1.9 Staff Hierarchy

- A. Refer to the San Juan CERAP Website for an up-to-date diagram.

5.1.10 Assistants

- A. The objective of assistants is to train and develop the next generation of San Juan CERAP leaders and add resources to the San Juan CERAP staff, as well as be able to fill in for their appropriate leader when they are unavailable.
- B. The TA, EC, FE may appoint one assistant, subject to ATM and DATM approval.
- C. The DSM may appoint a team of people to serve as a "web-team." The web-team is subject to ATM and DATM approval

5.2 Facility Staff

5.2.1 Group Descriptions and Role

- A. San Juan CERAP staff consists of staff roles to assist in the maintenance and oversight of the San Juan CERAP facilities and Senior Staff positions.
- B. When the duties of a facility staff position appear to be unclear, the Air Traffic Manager or Training Administrator shall provide the appropriate definition.

5.2.2 Assistant Events Coordinator (AEC)

- A. The AEC's responsibilities shall include:
 - a. Maintaining an online presence within the facility and on the VATSIM network.
 - b. Attending staff meetings.
 - c. Assist the EC in creating and executing San Juan CERAP events.
 - d. Assist the EC in conducting event briefings.
 - e. Assist the EC in developing event materials and resources.
 - f. Assist the EC in coordinating with adjoining facilities for events.
 - g. Assist the EC, serving as a liaison for both virtual airlines and other facilities.
 - h. Assist the EC in marketing San Juan CERAP to the VATSIM community.
 - i. All other responsibilities which help to accomplish the mission, goals, and vision of San Juan CERAP.
- B. The AEC will report to the EC and serve at the discretion of the ATM.
- C. The AEC shall have met the following requirements before their appointment:
 - a. Hold a Student 2 (S2) rating or above.
 - b. Possess a high degree of energy and commitment appropriate to the requirements of the position.

- c. Have a good knowledge of Photoshop or similar software.
- d. Have knowledge of marketing strategies.
- e. Have knowledge of event organisation and management.
- f. Have no significant disciplinary record.
- g. Have no history of unprofessional behaviour.
- h. Be in good standing on the VATSIM network.
- i. Hold no other staff position on any competing networks
- j. Be a home controller at the time of appointment.

5.2.3 Assistant Training Administrator (ATA)

- A. The ATA's responsibilities shall include:
 - a. Maintaining an online presence within the facility and on the VATSIM network.
 - b. Attending staff meetings.
 - c. Assist the TA in developing, maintaining, updating, and managing the training program and related materials.
 - d. Assist the TA in nominating and managing San Juan CERAP instructors.
 - e. Assist the TA in appointing and managing San Juan CERAP mentors.
 - f. Assist the TA in managing exams assigned to students and ensuring appropriate ATC ratings are given to San Juan CERAP controllers.
 - g. Assist the TA in completing special projects as assigned by the ATM and TA.
 - h. All other responsibilities which help to accomplish the mission, goals, and vision of San Juan CERAP.
- B. The ATA will report to and serve at the discretion of the TA, ATM and the VATCAR Training Director.
- C. The ATA shall have met the following requirements before their appointment:
 - a. Hold a Controller 1 (C1) rating or above.
 - b. Possess a high degree of energy and commitment appropriate to the requirements of the position.
 - c. Have no significant disciplinary record.
 - d. Have no history of unprofessional behaviour.
 - e. Be in good standing on the VATSIM network.
 - f. Have a strong knowledge of the VATSIM ATC System, ICAO 4444 and FAA Order 7110.65.
 - g. Hold no other staff position on any competing networks.
 - h. Be a home controller at the time of appointment.

5.2.4 Assistant Facility Engineer (AFE)

- A. The AFE's responsibilities shall include:
 - a. Maintaining an online presence within the facility and on the VATSIM network.
 - b. Attending staff meetings.
 - c. Assist the FE in maintaining and updating sector files for Euroscope, updating at least every third AIRAC cycle.
 - d. Assist the FE in maintaining vATIS configuration files.

- e. Assist the FE in coordinating with adjacent facilities as required, specifically relating to frequency issues.
 - f. Assist the FE in ensuring established SOPs and LOAs are adequately represented within sector files and other procedures.
 - g. Assist the FE in updating SOPs and LOAs as directed by the DATM and FE.
 - h. All other responsibilities which help to accomplish the mission, goals, and vision of San Juan CERAP.
- B. The AFE will report to the FE and serve at the discretion of the ATM.
- C. The AFE shall have met the following requirements before their appointment:
- a. Have knowledge of Euroscope, vATIS and the AeroNav Association Global Nav Generator (GNG).
 - b. Possess a high degree of energy and commitment appropriate to the requirements of the position.
 - c. Have no significant disciplinary record.
 - d. Have no history of unprofessional behaviour.
 - e. Be in good standing on the VATSIM network.
 - f. Hold no other staff position on any competing networks
 - g. Be a home controller at the time of appointment.

5.3 Training Staff

5.2.1 Group Descriptions and Role

- A. San Juan CERAP Training staff is the memberships primary and most frequent contact with San Juan CERAP staff. The training staff is responsible for educating new controllers.
- B. The Training Staff assists with the daily training of controllers, recommendations of ratings, and they ensure controllers are kept up to date with the latest updates.
- C. When the duties of a training staff position appear to be unclear, the Training Administrator shall provide the appropriate definition.

5.3.2 Training Administrator (TA)

- A. Refer to section 5.1.4 of this document.

5.3.3 Assistant Training Administrator (ATA)

- A. Refer to section 5.2.3 of this document.

5.3.4 Instructor (INS)

- A. The INS's responsibilities shall include:
 - a. Maintaining an online presence within the facility and on the VATSIM network.
 - b. Assist the TA and ATA with developing training policies, content, and syllabus for San Juan CERAP.
 - c. Administer over the shoulder (OTS) exams and grading students' written exams.
 - d. Monitoring students regularly and assessing progress.

- e. Training of primary and advanced students.
 - f. Ensure students' training records are up to date both in San Juan CERAP and VATCAR.
 - g. All other responsibilities which help to accomplish the mission, goals, and vision of San Juan CERAP.
- B. The INSSs will report to the TA and serve at the discretion of the TA and VATCAR Training Director.
- C. The INSSs shall have met the following requirements before their appointment:
- a. Have held a Controller 1 (C1) rating for at least 30 days before appointment.
 - b. Previously served as an instructor or mentor in VATCAR.
 - i. Have a strong knowledge of the VATSIM ATC System, ICAO 4444 and FAA Order 7110.65.
 - j. Possess excellent written and verbal skills.
 - k. Have availability to conduct training sessions with students.
 - l. Possess a high degree of energy and commitment appropriate to the requirements of the position.
 - m. Have no significant disciplinary record.
 - n. Have no history of unprofessional behaviour.
 - o. Be in good standing on the VATSIM network.
 - p. Be a home controller at the time of appointment.

5.3.5 Mentors (MTR)

- A. The MTR's responsibilities shall include:
- a. Maintaining an online presence within the facility and on the VATSIM network.
 - b. Ensuring students perform to San Juan CERAP and VATCARs training standards.
 - c. Monitoring students regularly and assessing progress.
 - d. Conducting training sessions with controllers.
 - e. Recommending controllers for OTS exams.
 - f. All other responsibilities which help to accomplish the mission, goals, and vision of San Juan CERAP.
- B. Mentor limitations:
- a. Mentors can only provide training for the facility they are assigned.
 - b. Mentors can only grade tests for the facility they are assigned.
- C. The MTRs will report to the TA and serve at the pleasure of the TA.
- D. The MTRs shall have met the following requirements before their appointment:
- a. Have held a Student 3 (S3) rating for at least 30 days before appointment.
 - b. Must be certified for the facility they are assigned.
 - c. Possess excellent written and verbal skills.
 - d. Have availability to conduct training sessions with students.
 - e. Possess a high degree of energy and commitment appropriate to the requirements of the position.
 - f. Have no significant disciplinary record.
 - g. Have no history of unprofessional behaviour.
 - h. Be in good standing on the VATSIM network.
 - i. Be a home controller at the time of appointment.

5.4 Hiring

- A. All staff members are hired at the discretion of the Air Traffic Manager and VATCAR Staff.
- B. Training Staff is hired at the discretion of the Air Traffic Manager, Training Administrator, and VATCAR Staff.
- C. Any job posting shall be announced to San Juan CERAP members at least seven (7) days before public posting to bolster promotion within San Juan CERAP.
- D. The ATM, DATM, TA, or VATCAR may waive individual application requirements or responsibilities at their discretion.

6. CREDITS

This document has utilised the writing and design from several sources, and we wish to thank the following authors for their exceptional contributions:

- New York ARTCC
- Jacksonville ARTCC
- Pacific Control Facility
- Minneapolis ARTCC
- Fort Worth ARTCC
- VATUSA

7. DOCUMENT CHANGE LOG

Revision	Changes
A	Initial Release
B	Radar client usage policy changes